

**METHODS AND SYSTEMS FOR ASSISTING SCHEDULING WITH
AUTOMATION**

ABSTRACT

5 Methods and systems provide scheduling assistance with automation. A party
requesting scheduling can make the request to the automated system in various ways such
as a voiced call to a voice services node, an email or instant message over the Internet, or
a wireless data message from a wireless device. Request data based on the
communication from the requesting party is compared to schedule data, such as by
10 querying a database containing the schedule data. If the request data is compatible with
the schedule data such that the request can be accommodated, then the schedule data is
altered according to the request data to reflect the new scheduling. A notification may
then be sent to the requesting party and/or the scheduling party owning the schedule to
confirm the scheduling. For example, a voice services node may provide a verbal
15 confirmation to the requesting party over the voiced call, or an email, instant message, or
wireless data message may be sent to the requesting party. Likewise, an email, instant
message, or a wireless data message may be sent to the scheduling party and/or a web site
viewable by the scheduling party may display the updated schedule.